



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

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## FOR IMMEDIATE RELEASE

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### **Attorney General McGraw Announces Additional Relief For Toyota and Lexus Owners Affected By Recalls**

Earlier this week, Toyota Motor Sales, USA, Inc., announced that it would provide additional services for New York Toyota and Lexus customers affected by current recalls involving sticking accelerator pedals, floor mat pedal entrapment, anti-lock brake system software updates, and Tacoma front drive shaft suspension. Today Toyota agreed to extend these remedies to consumers in West Virginia and other states. These services will be provided for consumers concerned about driving their vehicle before the repair is completed. Under the program, the services will be tailored to the owner's individual circumstances and may include:

Expediting scheduling of the repair;

Pick up and return of the vehicle by a dealership representative;

Driving the customer to the dealership or to his or her place of employment;

Where necessary, providing other alternate transportation for the customer, such as a rental car, loaner vehicle, or taxi reimbursement for the reasonable period that the customer is unable or unwilling to use his or her car.

These services will be provided by Toyota through the dealers at no cost to either the owners of affected vehicles or the dealers. For more information, contact the Attorney General's Consumer Protection Division at [www.wvago.gov](http://www.wvago.gov) or call the Consumer Protection Hotline at 1-800-368-8808.

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